



# **First Pharmacy Pavilion Specialty Pharmacy Program**

Welcome Packet

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# ABOUT FIRST PHARMACY PAVILION SPECIALTY PHARMACY PROGRAM

We have the resources, technology, experience and education to care for your child.

## INTRODUCTION

The specialty pharmacy team is composed of experts in specialized diseases who are here to provide your child with quality care. We are experts in managing the complexity of high-cost, complicated pharmacy benefit plans and medication treatments. The specialty pharmacy team works directly with a team of physicians and specialists at Children’s Health<sup>SM</sup> to deliver Specialty Pharmacy Program services to your child. This booklet offers information about our services and how we can help with your Specialty Pharmacy Program care needs.

### First Pharmacy Pavilion Specialty Pharmacy Program Services

- Telehealth support 24 hours a day, 365 days a year, including national holidays
- Tailored programs and treatment options for your child’s specific condition(s)
- Education on your child’s specialty medication, including how to store, handle and use it
- Strive to provide the lowest possible out-of-pocket costs for your child’s treatment

If you have any questions, please do not hesitate to call us toll-free at 1-800-955-7666. We look forward to providing you and your family quality specialty pharmacy care. We know this is an important decision, and we feel you made the right one trusting us.

## CONTACT INFORMATION

First Pharmacy Pavilion Specialty Pharmacy Program

2350 North Stemmons Freeway Dallas, Texas 75207

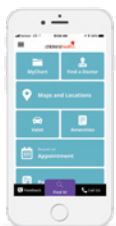
Toll Free: 1-800-955-7666

Email: [FirstPharmacySpecialty@childrens.com](mailto:FirstPharmacySpecialty@childrens.com)

Website: [childrens.com/specialtypharmacy](http://childrens.com/specialtypharmacy)

After-hours pharmacist line: 1-800-955-7666

- Follow the instructions to reach the pharmacist on-call
- If a specialty pharmacist is not immediately available, leave a message and your call will be returned



Download the Children’s Health mobile app for directions and other amenities.

Text “app” to 77444.

*\*Message and data rates may apply.*



or Scan QR Code to Download

## HOURS OF OPERATION

Monday-Friday, 8 a.m. – 6 p.m.

Closed on the following holidays

- New Year's Day (January 1)
- Martin Luther King, Jr. Day (third Monday in January)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving Day (fourth Thursday in November)
- Day after Thanksgiving (fourth Friday in November)
- Christmas Day (December 25)

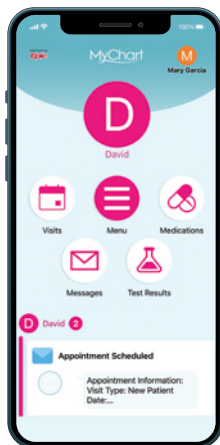
A pharmacist is available 24 hours a day, seven days a week, for emergency pharmacy care services at 1-800-955-7666.

## EMERGENCY AND DISASTER INFORMATION

If there is a disaster in your area, please contact our specialty pharmacy team at 1-800-955-7666 to instruct us where to deliver your medication.

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# Register now at [mychart.childrens.com](https://mychart.childrens.com)



### MYCHART

Manage your child's health care needs

- Request refill(s) for specialty pharmacy prescriptions
- Schedule an appointment
- Message your provider
- Pay a bill
- Request medical records copy

# SERVICES OFFERED

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## Medication Prior Authorization Specialist

Your personal Medication Prior Authorization Specialist is an important member of your health care team. Your Medication Prior Authorization Specialist has direct access to your child's electronic medical record and works directly with your child's physicians, nurses, pharmacists and other health providers. The Medication Prior Authorization Specialist is a resource for your child's specialty pharmacy needs and is there to help you save time by working with your child's physician and your insurance company regarding your child's specialty medications.

## Patient Management Program

Once your child's physician sends a prescription to the specialty pharmacy, your child will be automatically enrolled in our Patient Management Program that has been tailored to meet your child's needs. The program's purpose is to improve the health of your child through education and compassion.

### Program Benefits Include:

- Personalized services specific to your child's condition
- Educational materials to help you better understand and manage your child's condition
- Monthly prescription refill reminder calls to help you timely refill your child's medications
- Convenient, timely medication delivery options
- 24/7 access to specialty-trained pharmacists

The Patient Management Program is provided at no additional cost, and enrollment is optional. You may contact us at any time to be removed from this program. Program benefits are contingent upon active patient/caregiver participation, including accurate and timely updates on progress.

Additionally, patients enrolled in the Patient Management Program have the right to:

- Have personal health information shared with the Patient Management Program only in accordance with state and federal law
- Identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested
- Speak to a health professional
- Receive information about the patient management program
- Decline participation, or disenroll, at any point in time
- It is also the responsibility of patients in the Patient Management Program to:
  - Give accurate clinical and contact information and to notify the patient management program of changes in this information
  - Notify the treating prescriber of their participation in the patient management program

## Pharmacy Insurance

The Medication Prior Authorization Specialist will work with your child's physician and your insurance company to help get your child's specialty prescription covered. This process is called a prior authorization. While prior authorizations may take a few business days to complete, our team will provide updates to you and your child's physician.

If your insurance denies coverage for your child's medication, you may have the right to file an appeal with your insurance company. Our specialty pharmacy team has the knowledge and resources available to help you with the appeals process.

## **SERVICES OFFERED (Continued)**

### **Financial Assistance Programs**

Specialty medications are expensive, even after your insurance pays its portion of the cost. If you cannot afford your copay, the specialty pharmacy team can assist in connecting you with the Financial Assistance team to discuss options.

### **Prescription Home Delivery**

We will contact you to determine how you would like to receive your child's specialty medication. We can coordinate delivery to your home, physician's office or an approved alternate location. You may also pick up your prescription at our specialty pharmacy.

If you choose to have your medication delivered, the specialty pharmacy will ship it securely. Prescription shipments usually are delivered Tuesday through Saturday. If you cannot be there to accept the package, we can arrange for it to be left at your home or at another approved location. We can include any necessary supplies for your prescription for a fee.

If your child's medication requires special handling or refrigeration, it will be packaged and shipped to meet those needs. Environmentally friendly products are used that meet the International Safe Transit Association's current standards. If you feel your child's medication was not maintained to the manufacturer's recommended temperature, please contact the specialty pharmacy team immediately for further instructions.

### **Filling a Prescription**

We will work with your child's physician when your child needs a new medication. In many cases, the new prescription may be electronically sent to the specialty pharmacy. However, you may also reach out to a specialty pharmacy team member to obtain a new prescription directly from your child's physician.

### **Refill Reminder Program**

You will receive a call from the specialty pharmacy team before your child's next medication refill is due. We will confirm how much medication your child has remaining, the current strength and your shipping address. The clinical pharmacist may also conduct an in-depth review of your child's progress under the treatment plan. You may also order refills yourself by:

- Contacting the specialty pharmacy team
- Calling the pharmacy at 1-800-955-7666
- Emailing us at [FirstPharmacySpecialtyRefill@childrens.com](mailto:FirstPharmacySpecialtyRefill@childrens.com)
- Stopping by the Specialty Pharmacy located at 2350 North Stemmons Freeway Dallas Texas 75207

### **Clinical Pharmacist**

Our specialty pharmacists are available to answer your questions or address concerns about your child's care plan. Please call your child's specialty pharmacist if you have any questions or concerns regarding your child's treatment. A specialty pharmacist is available 24 hours a day, seven days a week for any urgent needs relating to your child's medication. Call our after-hours line at 1-800-955-7666 and follow the prompts to reach the on-call pharmacist. In case of an emergency, call 911.

Our pharmacists provide personalized patient management services, which include:

- Teaching your child how to take their medicine correctly
- Training your child on the use of any specialty device
- Helping your child manage possible side effects and drug interactions
- Explaining how to monitor your child's medication and interpret the results throughout treatment

These services are provided to you and your child at no additional cost.

### **Medications Not Available at the Specialty Pharmacy**

If the specialty pharmacy is unable to provide your child's specialty medication, the specialty pharmacy team will work with you to transfer the prescription to another pharmacy. Please contact a specialty pharmacy team member to transfer the prescription on your child's behalf.

## **BILLING AND PAYMENT PROCESS**

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### **Prescription Medication Claims**

We will bill your insurance company for you. However, there still may be a portion of the cost, which is called a copay or copayment, that you will be directly responsible for paying each time your child's prescription is filled. We will tell you the amount you need to pay.

## **PATIENT INFORMATION**

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### **Patient Issues and Concerns**

If you have any concerns about your child's medication, services received, delivery or other issues, please contact the specialty pharmacy at 1-800-955-7666. We will be happy to assist you.

Children's Health recognizes each patient's right to receive care delivered in a considerate, respectful, dignified and comforting manner. As a patient parent or legal guardian, you have the right to receive information about your rights and policies related to those rights. Please see the Patient Rights and Responsibilities for more information and resources at:

<https://www.childrens.com/footer/policies-procedures/complaint-resolution>

### **Returned Goods Policy**

Texas State Board of Pharmacy regulations forbid the resale or reuse of any prescription or supplies that were previously dispensed. As a result, we cannot take back any medication once it leaves the pharmacy, and no credit can be issued for any unused or excess supplies. We will arrange a return and correct any issue if your medication and/or supplies are defective.

### **Medication Substitution**

We may substitute a lower-cost generic medication for a brand-name medication unless you or your child's physician have asked for a specific brand name drug. This may occur for new prescriptions, refills, therapeutic changes and prescription transfers. If a substitution is made, a specialty pharmacy team member will contact you to inform you of the substitution.

### **Medication Order Status and Delays**

A specialty pharmacy team member will keep you informed on the status of your child's prescription, including any expected delays. However, you may call the specialty pharmacy team or the pharmacy directly regarding the status of your child's prescription.

## **PATIENT INFORMATION (Continued)**

### **Inclement Weather Delivery Policy**

We will make every effort to deliver your medications and supplies early if a weather warning is in place. In the event of a disaster, we will attempt to contact patients – in order of disaster priority – with any special instructions. Please make sure your contact information is up to date and on file to avoid disruption in your child's medications.

### **Drug Recalls**

The specialty pharmacy follows the drug recall guidelines issued by the Food and Drug Administration (FDA), drug manufacturers, drug distributors and/or state and federal regulatory agencies. We will contact you and your child's physician in the event your child's care is affected by a drug recall.

### **Language Access Services**

You may ask for an interpreter if anyone in your family is deaf or hearing impaired, or if English is not your family's primary language. If English is not your primary language and you have difficulty communicating effectively in English, you may need an interpreter or a document translation to have meaningful access to the specialty pharmacy program.

### **Patient Advocacy Support**

We are here to serve you; we want to help your child get the most out of their specialty medication therapy. If you have a question or a problem, please contact us so we can try to address the concern or issue.

Listed below are just a few resources dedicated to helping you learn more and connect you with support groups and organizations dedicated to educating parents and legal guardians about their child's condition. In addition to education, these organizations can provide valuable support to deal with your child's complex health care needs.

- Human Growth Foundation: **1-800-451-6434**
- Cystic Fibrosis Foundation: **1-800-344-4823**
- National Coalition for Cancer Survivorship: **1-877-622-7937**
- Hepatitis C Careline: **1-800-832-5274**
- MS Advocate for Change: **1-800-344-4867**
- RA Advocate 101: **1-844-571-4357**
- National Psoriasis Foundation: **1-800-723-9166**
- Crohn's and Colitis Advocacy Network: **1-800-932-2423**

To learn more about consumer protection and advocacy services, you may visit the following websites:

- National Association of Consumer Advocates: [www.consumeradvocates.org](http://www.consumeradvocates.org)
- Texas Consumer Council: [www.texasconsumercouncil.org](http://www.texasconsumercouncil.org)



# FREQUENTLY ASKED QUESTIONS

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## **What is a specialty pharmacy?**

A specialty pharmacy dispenses specialty medications used to treat complex, chronic conditions. They often require special handling and/or administration and may not be available at your local pharmacy. Sometimes these medications require special teaching and monitoring by a trained pharmacist.

## **How do I contact the specialty pharmacy?**

Come see us in person:

Address: Children's Health Specialty Center Dallas  
2350 North Stemmons Freeway Dallas, Texas 75207

Call us: **1-800-955-7666**

Email at: [FirstPharmacySpecialty@childrens.com](mailto:FirstPharmacySpecialty@childrens.com)

## **When should I contact the specialty pharmacy team?**

- Any questions or concerns about your child's medication
- Suspected reaction or allergy to your child's medication
- A change has occurred in your child's medication use
- Your child starts/stops medicines or if your child's dose changes
- Insurance information or payment source has changed
- Need to reschedule or check the status of your delivery
- Suspect a dispensing or shipping error has occurred
- Questions or concerns about our specialty pharmacy service

## **How much will my medication cost?**

Your out-of-pocket cost will vary based on your insurance plan. A specialty pharmacy team member will tell you the amount owed after processing your child's prescription, including the cash prices of the medication upon request.

## **What if I can't afford my medicine?**

If you cannot afford your copay, the specialty pharmacy can assist in connecting you with the Financial Assistance Team to discuss options.

## **Does the specialty pharmacy have access to all specialty medications?**

The specialty pharmacy has access to many specialty medications. If we do not have the specialty medication, we will transfer your child's prescription to another pharmacy that can support you.

## **Will my insurance let the specialty pharmacy dispense the drug?**

The specialty pharmacy can dispense specialty medications for many Texas Medicaid programs, Medicare plans and commercial/private insurance companies. If your insurance requires the use of another pharmacy, your child's prescription will be transferred to that pharmacy.

## **What should I do if my child has a bad reaction to the medication?**

- Call 911 or go to a nearby hospital Emergency Room if the reaction is serious or life-threatening.
- Contact your child's physician to report the reaction.

## PATIENT SAFETY

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How to dispose of pharmaceutical supplies at home

<https://www.childrens.com/health-wellness/medication-safety>

Hand washing instructions

<https://www.childrens.com/health-wellness/importance-of-hand-washing-for-kids-infographic>

## NOTICE OF PRIVACY PRACTICES

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<https://www.childrens.com/footer/policies-procedures/privacy-policy>

## PATIENT RIGHTS AND RESPONSIBILITIES

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<https://www.childrens.com/footer/policies-procedures/patient-rights-and-responsibilities>

## PATIENT EXPERIENCE

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We value your feedback and would like to know how to better serve you. Please feel free to email us your suggestions at: [FirstPharmacySpecialty@childrens.com](mailto:FirstPharmacySpecialty@childrens.com). Please write a review based on your patient experience at:

<https://www.childrens.com/patient-families/write-review>

You may also fill out this form and mail it to the following address:

**First Pharmacy Pavilion Specialty Pharmacy Program**

2350 North Stemmons Freeway

Dallas, Texas 75207

If you or your family feel your rights as a patient were not upheld, you have the right to file a grievance and receive a written response from the Grievance Resolutions Committee of Children's Health or file a grievance with one of the agencies below.

If you feel your issues are not being resolved or addressed by Children's Health, you may contact:

**Texas State Board of Pharmacy**

George H.W. Bush Building

1801 Congress Avenue

Suite 13.100

Austin, Texas 78701

(512) 305-8000

**URAC**

1220 L Street NW, Suite 900

Washington, DC 20005

202-216-9010

# PATIENT EXPERIENCE FORM

Date:

Patient Name:

Team Member Involved (if applicable):

Please describe your concern or suggestions:

## PATIENT CONCERNS AND COMPLAINTS

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Children's Health recognizes each patient's right to receive care delivered in a considerate, respectful, dignified and comforting manner. As a patient's parent or legal guardian, you have the right to receive information about your rights and the policies related to those rights. Please see the Patient Rights and Responsibilities for more information and resources at:

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Website: [childrens.com/specialtypharmacy](http://childrens.com/specialtypharmacy)